

**PERFORMANCE WORK STATEMENT (PWS)**

**FAA'S LOGISTICS SUPPORT FACILITY (LSF)**

**TEST EQUIPMENT REPAIR AND CALIBRATION SERVICES**

**January 25, 2012**

## LIST OF PWS ATTACHMENTS

### TECHNICAL EXHIBITS (TE)

TE-1A.....	Classification for Bid, FY-2010 Calibrations
TE-1B.....	Classification for Bid, FY-2010 Repairs
TE-2.....	Estimated Workload for FY-2012 through FY-2017
TE-3.....	FY-2010 Parts Utilized
TE-4.....	FY-2010 Obsolete Parts
TE-5A.....	FY-2010 CalibrationsSub-Contracted
TE-5B.....	FY-2010 Repairs Sub-Contracted
TE-6.....	Government Furnished Equipment (GFE)
TE-7.....	Manuals and Procedures
TE-8.....	Test Equipment Lab Floor Plan/Space
TE-9.....	FAA Applicable Documents
TE-10.....	Required Reports/Plans
TE-11.....	Examples of Forms and Labels Used
TE-12.....	Quality Assurance Surveillance Plan

## PWS TABLE OF CONTENTS

1.	<u>GENERAL</u> .....	1
1.1	SCOPE .....	1
1.2	BACKGROUND INFORMATION .....	1
1.3	DEFINITIONS .....	1
1.4	CONTRACTOR RESPONSIBILITIES .....	5
1.5	WORKLOAD PROJECTIONS .....	5
1.6	PERSONNEL .....	6
1.6.1	Key Personnel .....	6
1.6.2	Qualifications Review .....	7
1.6.3	Personnel Training .....	7
1.6.4	Personnel Reporting Requirements .....	8
1.7	SECURITY .....	8
1.7.1	Security-Administrative .....	8
1.8	QUALITY .....	10
1.8.1	Quality Control .....	10
1.8.2	Quality Assurance .....	11
1.9	PERFORMANCE EVALUATION MEETINGS .....	12
1.10	HOURS OF OPERATION .....	12
1.10.1	On-Call Emergency Support .....	12
1.10.2	Federal Holidays .....	12
1.11	CONTINGENCIES .....	13
1.11.1	Contingency Plan .....	13

1.11.2	Strike Contingency Plan .....	13
1.12	ENVIRONMENTAL PROGRAMS .....	13
1.12.1	Regulations/Laws .....	13
1.12.2	Compliance Requirements .....	14
1.12.3	Citations .....	14
1.13	ENERGY AND UTILITIES CONSERVATION PROGRAMS .....	14
1.13.1	Conservation Instruction .....	14
1.14	ACCESS LIMITATIONS .....	14
1.14.1	Restricted Areas .....	14
1.14.2	"Off Limits" Areas of Facilities .....	15
1.14.3	Interference with Contractor Performance .....	15
1.15	INSPECTION BY REGULATORY AGENCIES .....	15
1.16	SAFETY REQUIREMENTS AND REPORTS .....	15
1.16.1	Accident Reporting .....	16
1.17	PHASE-IN/PHASE-OUT REQUIREMENTS .....	16
1.17.1	Phase-In Period .....	16
1.17.2	Phase-Out .....	17
1.18	PWS REFERENCE INFORMATION .....	17
2.	<u>GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES</u> .....	17
2.1	EQUIPMENT AND INSTALLED PROPERTY .....	17
2.2	FACILITIES .....	17
2.3	Government Furnished Material (GFM) - Shop Stock .....	18
2.4	Accountability for GFP .....	18

2.4.1	Equipment Repair .....	18
2.4.2	Replacement of Equipment .....	Error! Bookmark not defined.9
2.4.3	Applicable Manufacturer's Literature .....	19
2.5	SERVICES .....	19
2.5.1	Utilities .....	19
2.5.2	Custodial .....	19
2.5.3	Copier Equipment and Supplies .....	19
2.5.4	Postal .....	19
2.5.5	Telephone Services .....	20
2.5.6	Real Property Maintenance .....	20
2.5.7	Center Civil Engineering .....	20
2.5.8	Security Services .....	20
3.0	<u>CONTRACTOR FURNISHED PROPERTY</u> .....	20
3.1	Property .....	20
3.2	Administrative Supplies .....	20
3.3	Tools .....	21
3.4	Test Equipment .....	21
3.5	Fuels .....	21
3.6	Material and Piece Parts .....	21
3.7	Permits .....	21
3.8	Custodial Services .....	21
4	<u>SPECIFIC TASKS</u> .....	22
4.1	General .....	22
4.1.1	Work Management .....	22

4.1.2	Budget Preparation .....	22
4.1.3	Records and Filing Systems .....	22
4.1.4	Reports .....	23
4.2	TEST EQUIPMENT REPAIR AND CALIBRATION SERVICES .....	23
4.2.1	In-processing Equipment .....	23
4.2.2	Workload Programs/Serial Number Control .....	23
4.2.3	Workload Priorities and Turn Around Times (TAT) .....	25
4.2.4	Workload Item Completion .....	27
4.2.5	Calibration and Repair Criteria .....	27
4.2.6	Other Tasks .....	30
5.	<u>APPLICABLE DOCUMENTS</u> .....	31
5.1	General .....	322
5.2	Mandatory Directives .....	322
5.2.1	Directive Revisions .....	322
5.3	Required Forms .....	323

## **1. GENERAL**

### **1.1 SCOPE**

The contractor shall provide all services, personnel, material, supplies, supervision, labor, and equipment, except that specified as government-furnished, required to operate the Test Equipment Repair and Calibration work center, of the FAA Logistics Center (FAALC), at the Mike Monroney Aeronautical Center (MMAC), by performing the services described in this Performance Work Statement (PWS). The contractor shall provide related services as specified, in accordance with (IAW) all terms, conditions, general and special contract requirements, specifications, drawings, attachments and exhibits contained herein or incorporated by reference.

### **1.2 BACKGROUND INFORMATION**

The FAALC is located within the MMAC, Oklahoma City, Oklahoma. The MMAC is a service and support facility for the Federal Aviation Administration (FAA). The major responsibility of the FAALC and the contract provider is to supply test equipment maintenance and calibration support for the National Airspace System (NAS), and other government agencies IAW terms outlined in interagency agreements and service orders. Electronic test equipment and other measurement systems serviced by this facility are in direct support of the NAS, Department of Defense (DOD), Customs and Border Patrol (CBP), National Weather Service (NWS), and other government agency missions, as required. The test equipment repair and calibration function operates and maintains laboratory standards. Its primary duties are calibrating, repairing, cleaning, modifying, reconditioning, and certifying test equipment and ancillary measurement systems to original manufacturer's specifications.

### **1.3 DEFINITIONS**

**ADJUST:** To mechanically or electrically change within allowable tolerances in order to match, fit or bring into proper relationship.

**ANCILLARY EQUIPMENT:** Plug-in units, printed circuit cards, etc. without which the workload item is not complete as required for the assigned national stock number (NSN).

**ANSI:** Acronym for American National Standards Institute

**CALIBRATION:** A comparison between two instruments, one of which is a standard of known accuracy, to detect, correlate, and adjust.

**Note:** *Replacement of batteries (9 volt, C, D, AA, and AAA) in small hand held test instruments such as DMMs, meters and analyzers, etc. do not constitute a repair. The contractor shall replace these batteries during normal calibration as required and will be paid under the normal calibration rate. The government will provide the contractor with a sufficient stock of these types of batteries. Rechargeable batteries, specialized batteries and battery packs shall be purchased by the contractor and will be paid under the appropriate repair rate.*

**CALIBRATION CERTIFICATE:** A comprehensive record of the calibration of an instrument. The document includes data that describes the performance of the instrument, the environmental conditions under which it was calibrated and the standards used to calibrate the equipment.

**CANNIBALIZATION:** The removal of a part(s) from one end item in order to fill a parts requirement in another end item. Removal of the part renders the original end item incapable of performing its designed function.

**CFR:** Acronym for Code of Federal Regulations (CFR). The CFR is an annual codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the federal government.

**CHECK:** To examine, test, or compare with a standard to verify that the unit under surveillance operates within design specifications.

**CERTIFICATION:** The acts of designating standards and precision measurement equipment have been calibrated and meet established technical requirements.

**CIRCUIT CARD ASSEMBLY (CCA):** This is a nonferrous card with printed or etched circuits and attached electronic components that perform an electronic function or group of electronic functions.

**COMPONENT:** A part of an overall equipment or system including minor bits and pieces.

**CONTRACTING OFFICER (CO):** The person authorized to act on behalf of the government to negotiate and award contracts and modifications thereto, and to administer contracts through completion or termination. Except for certain limited authority delegated by the CO to a technical representative, the CO is the only individual with the authority to direct the work of the contractor.

**CONTRACTING OFFICER TECHNICAL REPRESENTATIVE (COTR):** The person(s) authorized as government representative(s) acting within the limits of their delegated authority for management of specific projects or functional activities.

**CONTRACTOR:** The term contractor as used herein refers to both the prime contractor and any subcontractors. The prime contractor shall be responsible for ensuring that subcontractors comply with the provisions of the contract.

**CO-UTILIZED EQUIPMENT:** Government owned equipment (GFE) that shall be used jointly by the government and the contractor.

**CUSTOMER SERVICE ACTION (CSA):** A CSA is a method for FAA customers to return damaged, defective, or misidentified products to the FAALC and is tracked on an FAALC Form 4630-3. See TE-11 for example form.

**DELIVERABLE:** Any reports or forms supplied by the contractor to the government to perform data required by the PWS.

**EMERGENCY WORK:** Work which takes priority over all other work orders and requires immediate action including diverting personnel from other jobs, if necessary, to cover the emergency.

**EXPENDABLE PROPERTY:** Government property that is consumed in use or loses its identity in use and is dropped from stock record accounts when issued or used.

**FACILITY:** Any building, plant, installation, structure, location, or site of operations in the performance of a contract or subcontract.

**GOVERNMENT-FURNISHED EQUIPMENT (GFE):** Government owned equipment (GFE) (standards) provided to the contractor for use in fulfilling the terms of this contract only.

**GOVERNMENT-FURNISHED MATERIAL (GFM):** Material (Shop Stock) provided by the government for the exclusive use of the contractor in fulfilling the terms of this contract only.

**GOVERNMENT-FURNISHED PROPERTY (GFP):** All office equipment, facilities and material provided by the government for the exclusive use of the contractor in fulfilling the terms of this contract only.

**GOVERNMENT REPRESENTATIVE:** The CO, COTR, Quality Assurance Evaluator (QAE), Program Manager , Production Controller, Center Safety and Environmental personnel or other designated government personnel with a key role in processing work requirements under the scope of this contract.

**INSPECTION:** The comparison of product or service against contract requirement in order to establish conformance or nonconformance with the contract requirements.

**ISO:** Acronym for International Standards Organization (ISO)

**MAINTENANCE (GENERAL):** The work required to preserve and maintain equipment and material in such condition that it may be effectively used for its designated functional purpose.

**MATERIAL:** Property that may be incorporated into or attached to a deliverable end item or that may be consumed or expended in performing the contract.

**METROLOGY:** The science of measurement used to determine conformance to technical requirements. This includes developing standards and systems to be used in making absolute and relative measurements.

**MODIFY:** To change or alter the original fit, form, or function of an item.

**NATIONAL AIRSPACE SYSTEM (NAS):** A system for managing, modernizing and improving air traffic control and airway facilities services.

**NFPA:** Acronym for National Fire Protection Association (NFPA), the authority on fire, electrical, and building safety. NFPA develops, publishes, and disseminates consensus codes and standards intended to minimize the possibility and effects of fire and other risks.

**PART:** A general term meaning any component, minor bit and piece, circuit card assembly, line replaceable unit, subassembly or assembly.

**PERFORMANCE WORK STATEMENT (PWS):** A document that describes the requirements, material, or services, including the performance standards for contractible services.

**PERSONAL PROPERTY:** Property of any kind except real property or records of the federal government.

**PMEL:** Acronym for a Precision Measurement Equipment Laboratory (PMEL)

**PRECISION MEASUREMENT EQUIPMENT:** Test and measurement equipment used to measure, calibrate, gauge, test, inspect, diagnose, or otherwise examine material, supplies, and equipment to determine whether they comply with technical documents, such as engineering drawings, technical orders, or military standards and specifications.

**QUALITY ASSURANCE (QA):** A method used by the government to check goods or services to determine whether or not they meet the requirements of the contract.

**QUALITY ASSURANCE SURVEILLANCE PLAN (QASP):** A written plan that details what is to be evaluated, how evaluations are to be accomplished, frequency of evaluations, and evaluation parameters.

**QUALITY MANAGEMENT SYSTEM (QMS):** A contractor's system to control the equipment, systems, or services to assure that requirements of the contract are performed.

**REPAIR (GENERAL):** The restorations of an item to its original fit, form, and function so that it may be efficiently used for its designed purpose. Work includes replacement of defective or worn components, replacement of broken appendages, re-soldering, etc.

**RESIDENT ALIEN:** An individual admitted by the U.S. Immigration and Naturalization Service (INS) for permanent residence, and who holds INS Form I-151 or INS Form I-551 (green card).

**RTO:** Acronym for return to owner, used to report status of customer's equipment, usually IP, IE, or RR, that is returned un-repaired due to unavailability of part(s) or beyond economical repair condition.

**SCHEDULED WORK:** That work which is identified as controlled by the contractor on a routine daily basis without direction from the CO.

**SERVICEABLE ITEM:** An item that has been repaired and/or calibrated and certified to be free of defects or malfunctions, and is mission capable.

**SHOP STOCK:** Parts consumed in daily operation and maintenance work that are kept on hand in the various maintenance shops.

**SPECIAL TEST EQUIPMENT:** Either single or multipurpose integrated test units engineered, designed, fabricated, or modified to accomplish special purpose testing in performing a contract.

**STANDARD:** A standard is an object, system, or experiment that bears a defined relationship to a unit of measurement of a physical quantity.

**SUBASSEMBLY:** A functional grouping of circuit card assemblies and/or line replaceable units together with a mounting circuit board (mother board or back plane) and mounting hardware such as drawers, boxes, etc.

**SURVEILLANCE:** Planned or random observations of the timeliness, accuracy, completeness and/or quality of services performed.

**SURVEY:** An item that is either no longer used in the NAS system or is beyond feasible or cost effective repair and as such made available for disposal.

**TECHNICAL EXHIBIT (TE):** A document furnished as an aid to further define elements of the PWS.

**TEST:** An operation under fixed conditions that compares actual performance to design standards and issued to verify serviceability and to detect malfunction or failure by use of test equipment or other methods.

**TURN AROUND TIME (TAT):** Turn around time shall start as "Day Zero" when the contractor receipts the government for the workload item to be serviced. The TAT is concluded upon contractor getting receipt from the government scheduler indicating that the total contract services have been completed.

**WORKAROUND:** An alternate method or approach to accomplishing work when the primary method or approach is temporarily suspended due to an identified hazard which precludes or limits the normal work process from occurring.

**WORK ORDER:** Document authorizing, directing or requesting maintenance, repair, modification, fabrication, or engineering services. This may include a single process, a group of processes, a single item, a group of items, or any combination thereof.

## **1.4 CONTRACTOR RESPONSIBILITIES**

The contractor's work and responsibilities include all contractors planning, programming, administration, financial control, supply, quality assurance and management necessary to provide the service specified herein. The work shall be conducted IAW this contract and all applicable federal, state and local laws, regulations, codes, or directives, to include documents listed in Technical Exhibit (TE)-9 FAA Applicable Documents. Contractor employees shall observe and comply with all fire, safety, environmental, security, traffic, parking, and observe all "off-limits" areas. Possession of firearms or other lethal weapons are not allowed on the MMAC.

## **1.5 WORKLOAD PROJECTIONS**

- Technical Exhibit (TE) 2-Estimated Workload for FY-2012 through FY-2017 provides historical, program specific, work counts and future estimates.

These workload projections represent the government's best estimate for each specific task required in this PWS for FY-2012 through FY-2017.

## **1.6 PERSONNEL**

The contractor shall provide a sufficient number of qualified personnel to perform the work described in this PWS IAW the turn around time (TAT) requirements specified in Section 4.2.3. These personnel shall provide and maintain core knowledge requirements needed for the contractor to ensure uninterrupted performance at acceptable quality levels. Contract personnel assigned to this contract must be fully capable of reading, writing, comprehending, and speaking common English. All personnel shall be United States citizens or resident aliens.

The contractor shall designate sufficient supervisory personnel to meet task outcomes. Contract supervisors will provide day-to-day supervision of contract personnel including, but not limited to, work monitoring, payroll records, leave, etc. At no time will contractor personnel be supervised by FAA personnel. Government assistance will be available to provide technical and policy guidance through the assigned COTR. The following minimum requirements shall be met for contractor personnel assigned under this PWS:

### **1.6.1 Key Personnel**

Key personnel shall be assigned and provide management, administrative and technical interface with FAA personnel in the day-to-day accomplishment of these PWS requirements. The names of these individuals and their alternates shall be designated in writing in the contractor's Quality Control Plan and other program documents, as required. Any proposed changes to contractor assigned individuals must be approved in writing by the Federal Aviation Administration's, delegated CO and COTR.

#### **1.6.1.1 Contract Manager**

The contractor must assign a contract manager who shall maintain final responsibility for the contract. This individual shall have full authority to act for the contractor in all day-to-day matters relating to contractor performance and shall work with the government's designated CO and COTR in the administration, management, performance, scheduling, procedural and technical matters pertaining to this contract. The contract manager shall be physically present on site at the FAALC, except on legal federal holidays, during the core hours of 8:00 AM to 4:30 PM, Monday through Friday. An alternate shall be designated in the contract manager's absence. The contractor shall provide telephone numbers of the manager and alternate(s) where these persons may be contacted outside of normal duty hours.

The individuals(s) designated to act as the contract manager shall have a minimum of two years knowledge, skills, experience and/or commensurate education/training required in performing functions such as preparing project proposals, requirements development, acquisition management, project planning, cost

estimating, and risk management to master contract management best practices and trace the contracting process from requisitioning through contract closeout.

#### **1.6.1.2 Metrologist**

The metrologist shall be qualified, certified and demonstrate the required knowledge of metrological laboratory methods and procedures with a minimum of seven years calibration laboratory experience. The metrologist shall have experience maintaining calibration reference standards for basic electrical measurements, transferring the integrity of reference standards to working standards, development of new calibration methods when not specified or well established (including but not limited to sampling, handling, preparation of items, estimation of uncertainty and analysis calibration data), for state-of-the-art electrical measurements. All calibration procedures shall be completely documented IAW national standards for calibration laboratories, ANSI-Z-540 and ISO/IEC 17025, include relevant reports, are subject to FAA agreement and validation and available to FAA COTR. Knowledge of maintaining and calibrating barometric pressure standards is required.

#### **1.6.1.3 Technicians**

The technicians shall have knowledge of electronic methods and procedures, and possess a minimum of two years experience and/or commensurate education/training in performing functions such as operation, troubleshooting, maintenance, repair and calibration of voltage, current, power, impedance, frequency, microwave or barometric pressure measurement. Precision Measurement Equipment (PME) and metrology experience is desired. Knowledge of electrical theory, electronics and physics and operating principles of PME, including calibration and working standards, interpretation of schematic wiring diagrams, blue prints, technical publications, use and care of calibration standards is required.

#### **1.6.1.4 Qualifications Review**

The contractor shall present all pertinent qualifications, certifications and credentials to the CO for subsequent review, approval or disapproval. The CO shall have final approval authority as to acceptance or non-acceptance of all contractor nominated management and technical personnel for the positions in this contract. The CO may waive the mandatory experience requirements upon presentation of evidence of equivalent experience in a related field.

#### **1.6.2 Qualifications Review**

**AMS 3.8.2-22** The contractor shall present all pertinent qualifications, certifications and credentials to the CO for subsequent review, approval or disapproval. The CO shall have final approval authority as to acceptance or non-acceptance of all contractor nominated management and technical personnel for the positions in this contract. The CO may waive the mandatory experience requirements upon presentation of evidence of equivalent experience in a related field.

#### **1.6.3 Personnel Training**

The contractor shall provide for all training and certifications required to meet requirements of the PWS, unless otherwise specified herein or as otherwise approved by the CO. Training records shall be maintained for each employee and provided for government review as requested.

#### **1.6.4 Personnel Reporting Requirements**

The contractor shall provide a monthly report to the CO and/or COTR of all employees, with government contractor ID badges issued by the FAA. This report will contain the names, shift, job title, and other pertinent information requested.

### **1.7 SECURITY**

#### **1.7.1 Security-Administrative**

The contractor shall comply with all applicable Security requirements in government laws, regulations, and policies, contractual clauses and requirements of this section, including, but not limited to, the security of facilities, personnel, and information.

##### **1.7.1.1 Contractor's Security Point of Contact**

The contractor shall designate an on-site point of contact through which the government may direct security-related questions. This employee shall be designated in writing to the CO prior to the start of the base year performance period.

##### **1.7.1.2 Data Systems Security**

The protection of all government information, and information systems, from threats to integrity, availability, and confidentiality must be ensured by the FAA and all contractors. Access control to information and information systems will be granted only after the Office of Security and Hazardous Materials has completed the appropriate level of background check and determined access is clearly in the best interest of the federal government, as outlined in FAA Order 1370.82 and related procedures. These procedures are IAW all Information Security System (ISS) Federal Public Law, Executive Orders, Office of Management and Budget (OMB) circulars and standards prescribed by the Federal Aviation Administration (FAA), Department of Transportation (DOT), Department of Defense (DOD), and Department of Homeland Security (DHS), including the Federal Information Processing Standards (FIPS) and National Institute of Standards and Technology (NIST) publications. The contractor shall comply with all current government laws, and FAA orders related to ISS, as specifically outlined or referenced to in FAA Order 1370.82, Information System Security (ISS) Program and the Federal Information Security Management Act (FISMA). The FAA will provide all support contractors with annual security awareness briefings IAW all orders related to FAA ISS, including but not limited to FAA Order 1370.106, Information Systems Security Awareness and Training. The contractor shall be responsible for monitoring and controlling access to all automated system databases. The contractor shall register all personnel authorized to use computer systems by completing required request for Computer Data Access forms as directed by the CO. Only those contractor personnel so authorized shall operate data systems. Any passwords assigned shall only be used by authorized contractor personnel and contractor personnel shall ensure confidentiality and data security is preserved IAW all government laws, policies and procedures when accessing, using, and providing

government data. Upon termination of employment, the contractor shall delete affected individual's assigned password(s) from the system.

### **1.7.1.3 Physical Security**

Contractor personnel working within government facilities are responsible for compliance with applicable building and physical security requirements IAW FAA Order 1600.69, FAA Facility Security Management Program. These requirements include, but are not limited to, the use of only authorized entrance and exit points, responsibilities for securing doors and gates, protecting government property from loss, theft, abuse, or damage, proper use of emergency telephones and challenging persons not displaying required identification badges. These and other individual security requirements shall be coordinated with the Security and Investigations Division (AMC-700) prior to the start of transition period.

#### **1.7.1.3.1 Contractor Controlled Access**

The contractor shall not permit entrance to locked areas by any person other than contractor personnel engaged in the performance of work in those areas, or personnel assigned to the activity where the contractor is performing work, without written authorization from the COTR. The CO, COTR, Office of Facility Management (AMP-1) and Security and Investigations Division (AMC-700) personnel, shall have access through any contractor controlled point providing entry to any government owned property or facility.

#### **1.7.1.3.2 Contractor Package Inspection**

At the discretion of the government, any or all government or personally owned packages, containers, briefcases, purses, etc., brought into, while on, or while being removed from government property, by the contractor personnel, are subject to inspection.

#### **1.7.1.3.3 Stolen, Missing, or Damaged Government Property**

The contractor shall report all suspected stolen, missing, or intentionally damaged government property to the CO and the Security and Investigations Division (AMC-700), using Form AC 1600-5. The report shall be made within one workday of determination that the item(s) is stolen, missing or damaged. The contractor shall cooperate with AMC-700, or other government investigation services conducting investigations or surveys relating to the disposition or status of government property.

#### **1.7.1.3.4 Stolen, Missing, or Damaged Personal Property**

The contractor shall report all suspected stolen, missing, or intentionally damaged personally owned property which is determined to be missing, stolen, or intentionally damaged while on or in government facilities to the CO and the Security and Investigations Division, AMC-700, using AC Form 1600-5. The report shall be made within one workday of determination. The contractor shall cooperate with AMC-700 or other government investigation services conducting investigations or surveys relating to the disposition or status or personal property on or in government facilities.

#### **1.7.1.4 Security Inspections**

The contractor shall be subject to recurrent and one-time inspections, surveys, risk analysis, and reviews authorized by FAA directives which are conducted by the Security and Investigations Division, AMC-700. The contractor shall cooperate fully with AMC-700 in the scheduling and conduct of such inspections, surveys, risk analysis, and reviews.

#### **1.7.1.5 Compliance with Security Directives**

The contractor shall comply with all other pertinent security directives pertaining, but not limited to, Information Security (Privacy Act information, For Official Use Only information, proprietary information, classified information, etc.), Industrial Security, Communications Security, and Physical Security. In addition, the contractor shall ensure all contract employees complete the computer based SAVI (Security Awareness Virtual Initiative) training at the beginning of the transition period upon hiring of subsequent employees and to all employees on a recurrent, annual basis.

### **1.8 QUALITY**

#### **1.8.1 Quality Control**

The contractor is solely responsible for the quality of services provided. The contractor is also liable for contractor employee negligence, and any fraud, waste or abuse.

- The contractor's Quality Management System shall ensure that products and services are completed IAW national standards ISO-9001:2000, national standards for calibration laboratories, ISO/IEC 17025 and ANSI/NCSL Z540-1, applicable government regulations and instructions, and meet specified acceptable levels of quality, subject to government approval. The operation of the Quality Control System/Program must be described in a written plan.

At a minimum, the contractor's Quality Management System shall include:

- Quality Assurance Plan (QAP), that documents procedures and methodology the contractor will follow to identify and correct deficiencies in products and services that may occur.
- An internal quality control system and inspection plan for required services. The job titles and organizational positions and functions of individuals who will conduct the inspections must be specified.
- Procedures to recall and/or correct any deficiency in products or services that may occur.
- A file of information regarding inspection and other quality and internal control actions that documents the purpose of the inspection, the results of the inspection, and any corrective action taken as a result of the inspection. Upon request, this file shall be made available to the government during the period of performance.
- Documentation control procedures

The plan must be maintained and revised as necessary throughout the life of the contract to address recognized deficiencies. In the event of any changes to the Quality Control Plan, a revised copy of the plan must be provided to the CO and COTR five working days prior to the effective date of the change.

## **1.8.2 Quality Assurance**

The government reserves the right to review all products and services under this contract, including those developed or performed at the contractor's facilities, to determine conformance with performance and technical requirements. The government reserves the right to change its inspection procedures at any time. All operations performed by the contractor in compliance with this contract will be subject to FAA verification at unscheduled intervals. Government verification(s) will include but not be limited to the following:

- a. **Customer Service Action (CSA)** – A CSA is a method for FAA customers to report deficiencies in Logistics Center products. CSA's are reported on a FAALC Form 4630-2 (see TE-11 Example Forms, Tags and Labels) attached to the received defective item. The contractor shall maintain a log of all CSA's and work with the COTR to resolve all problems. The COTR will determine when a defective returned item is considered a contractor warranty item. The FAA representative will issue an SS job order (see 4.2.2.H) for all CSA work and assign a P-2 priority.
- b. **Timeliness** – Turn-around-times (TAT) based on priorities. Priorities are defined in section 4.2.3. Workload Priorities and Turn Around Times
- c. **Standards** – Reviews traceability Records.
- d. **Quality Control Records** – Reviews contractors Quality Control records to determine if contractor's plan is being followed.
- e. **Calibration Documentation, Compliance, and Accreditation Report Review:** FAA shall perform random audits/reviews of:
  1. The contractor's documentation for calibrated systems, primary, transfer, and Working Standards, and calibration procedures to determine compliance with the detailed requirements of this contract.
  2. The contractors' IOS 9001 Surveillance Reports including the nonconformance reports. If applicable, the FAA may review the contractor's ISO/IEC 17025-accreditation report and associated documentation.
  3. Calibration Operations Review: The FAA may randomly observe repair and calibration operations for conformance with the contractor's Quality Management System and compliance with ANSI/NCSL Z540-1, American National Standard for Calibration – Calibration Laboratories and measuring and Test Equipment-General Requirements.
  4. Calibration Results Verification: The FAA may review calibration results to verify adequacy of the contractor's calibration procedures. The contractor must make primary and transfer standards available for inspection by an FAA representative upon request. Contractor personnel shall be made available to assist with such inspections.

5. Review of contractor's Internal Quality Program: Upon award of this contract, the contractor's Quality Assurance/Control Plan(s) and ISO-9001 documentation submitted for review, become an integral part of this contract. The government may review all internal quality records pertaining to this contract. The government may choose to audit the contractor's Quality Plan to ensure implementation of plan requirements.

## **1.9 PERFORMANCE EVALUATION MEETINGS**

The contract manager and contractor quality control representative shall meet with the CO and COTR as determined necessary by the CO. Mutual effort will be made to resolve any and all problems/issues identified. The contract manager or alternates(s) shall meet as necessary with CO and COTR to discuss emergency situations and shall respond within 30 minutes to requests for meetings during normal duty hours and within two hours after normal duty hours.

## **1.10 HOURS OF OPERATION**

Normal FAALC operation hours are Monday through Friday from 6:00 a.m. to 6:00 p.m., excluding federal holidays. The contract manager shall ensure sufficient contractor employees are present to accomplish the work assigned in this PWS during the core hours of 8:00 a.m. to 4:30 p.m. On occasion work may be required during extended work hours or weekends to meet priorities as specified in 4.2.3. In the event government facilities are required after normal duty hours, or on weekends, to accomplish assigned tasks, the contractor shall request a work schedule change from the COTR. The contractor's work schedule shall be changed only upon prior written approval of the CO/COTR.

### **1.10.1 On-Call Emergency Support**

The contractor shall provide on-call emergency support twenty-four hours a day, seven days a week in response to high priority field requirements or any other emergency situation. The contractor shall provide a letter of on-call emergency designation to the COTR that includes current names and phone numbers of the primary and alternate points of contact. The contractor shall respond to any inquiry or problem within two hours of initial contact.

### **1.10.2 Federal Holidays**

Legal federal holidays observed by the government and facility closures. Generally, the contractor shall not be required to work on federal holidays or days of Aeronautical Center and/or Logistics Center closings. The following is a list of federal holidays and potential closures:

- New Years Day
- Martin Luther King's Birthday
- Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day

Thanksgiving Day (AML facilities are normally closed on the day after Thanksgiving requiring government employees to use one day of annual leave)

Christmas Day

Any other Day designated by federal statute, executive order, or presidential proclamation.

Additionally, local determinations relating to adverse weather conditions, national emergencies, energy conservation, MMAC/Organizational determinations, etc., may require the Center or the requiring organization; e.g., MMAC, AML, FAALC, to close. During such periods of closure, contractor employees will not be allowed to work unless determined "essential" by the CO/COTR; nor will the contractor be entitled to equitable adjustments due to such closures.

## **1.11 CONTINGENCIES**

Special situations shall include, but not be limited to, structural fire, accidents, civil disturbances, disaster warnings, acts of God, national emergencies and international crisis which may require that the contractor operate on an extended basis. The contractor shall provide these services as requested by the CO.

### **1.11.1 Contingency Plan**

The contractor shall develop and maintain a detailed Contingency Plan to be submitted to the CO for approval 10 working days prior to the start of the base year performance period. The contractor shall be required to update this Contingency Plan annually once contract is awarded. The Contingency Plan shall include, at a minimum, the following:

- \* Contractor's ability to expand the workforce.
- \* Contractor's ability to work at alternate FAA work sites in the local area.
- \* Contractor's ability to provide work sites and equipment.  
(Contractor's lease expenses to be reimbursed by government.  
Any alternate work site must meet OSHA and environmental requirements.)

### **1.11.2 Strike Contingency Plan**

The contractor shall develop a strike contingency plan to ensure continuity of operations in the event of strike by contractor personnel. Contractor services under a strike contingency plan shall be at no additional cost to the government. The Strike Contingency Plan shall be submitted to the CO for approval 10 working days prior to the start of the base year performance period with the final QAP. Any changes to the Strike Contingency Plan shall be provided in writing to the CO within five days prior to the proposed change's effective date.

## **1.12 ENVIRONMENTAL PROGRAMS**

### **1.12.1 Regulations/Laws**

The contractor shall comply with all federal, state and local laws and regulations for standards regarding environmental pollution. These documents are specified in TE-9 (FAA Applicable Documents), as well as in Operational Control Documents (SIR/RFO, Section J, Attachment 5). The contractor shall also comply with all Aeronautical Center policies and procedures relating to environmental compliance, including AC Order 1050.4 Mike Monroney Aeronautical Center Spill Prevention and Response Plan. All environmental protection matters shall be coordinated, through the CO, with the primary on-scene coordinator.

### **1.12.2 Compliance Requirements**

Any government facility operated by the contractor may be inspected by the CO or other authorized government representatives.

### **1.12.3 Citations**

Citations of government owned, contractor operated (GOCO) facilities for noncompliance with environmental standards are a matter for resolution between the FAA and the issuing office of EPA or State of Oklahoma regulatory authorities. Payment of fines or penalty charges associated with citations issued by federal, state or local officials shall be paid by the government. If the citations are issued due to faulty operation or maintenance practices by the contractor, the CO shall deduct the fine from any monies due the contractor.

## **1.13 ENERGY AND UTILITIES CONSERVATION PROGRAMS**

The contractor shall participate in the MMAC energy conservation program. Participation shall include taking actions to minimize energy losses.

### **1.13.1 Conservation Instruction**

The contractor shall comply with published rules and regulations issued by the U.S. Department of Energy, Title 10, Part 490 (Electronic Code of Federal Regulations (CFR)). The contractor shall instruct personnel in utilities conservation practices, and require them to operate under conditions which preclude waste of government-furnished utilities. The contractor's instructions and programs shall include, as a minimum, using installed lights only in areas where work is actually being performed and turning off water faucets, valves and equipment after required usage has been accomplished. Additionally, the contractor shall ensure controls for heating, ventilation and air conditioning systems are only adjusted by authorized personnel.

## **1.14 ACCESS LIMITATIONS**

### **1.14.1 Restricted Areas**

The contractor shall comply with restricted area procedures and instructions including proper security clearances. This includes signing in and out after hours at the Headquarters building for access to LSF/repair shops. Names of personnel requiring frequent access to restricted areas shall be provided to the CO.

### **1.14.2 "Off Limits" Areas of Facilities**

Certain buildings and other facilities are "off limits" to the general public. Contractor personnel shall not enter any "off limits" facilities without specific written permission from the CO.

### **1.14.3 Interference with Contractor Performance**

In the event anyone other than the CO or his/her authorized representative requests the contractor to temporarily cease work in an area, the contractor shall immediately report the instruction to stop work, including the name of the person directing the work stoppage, to the COTR.

## **1.15 INSPECTION BY REGULATORY AGENCIES**

The contractor shall notify the CO by phone immediately upon arrival of any inspection visit by an agent or agents of any regulatory agency. The contractor shall submit a copy of any reports received to the CO within 1 working day.

## **1.16 SAFETY REQUIREMENTS AND REPORTS**

All work shall be conducted in a safe manner protecting the environment and shall comply with all government laws and regulations to include the following, but not limited to:

- a. 29 CFR 1910 OSHA Standards (General Industry)
- b. 29 CFR 1926 OSHA Standards (Construction)
- c. National Fire Protection Association (NFPA) National Fire Codes, and updates thereto.
- d. American National Standards Institute (ANSI) Safety Standards (latest versions) as applicable.
- e. FAA Order 3900.19B Occupational Safety and Health (and updates)
- f. AC Order 3900.21F Occupational Safety (and updates)
- g. FAA Order 1900.1G FAA Emergency Operational Plan (and updates)
- h. AC Order 1900.12C Aeronautical Center Emergency Operations Plan (and updates).
- i. FAA Order 1050 10C Protection Control and Abatement of Environmental Pollution at FAA facilities (and updates)
- j. 40 CFR Parts 101400 EPA Regulations

If the contractor fails or refuses to comply promptly with environmental or safety requirements, the CO may issue an order stopping all or part of the work until satisfactory corrective action has been taken. No part of the time lost due to any such order shall be made the subject of claim for extension of time or for excess costs or damages to the government. The contractor shall be responsible for enforcement of all environmental and safety requirements by the contractor personnel and his subcontractors. The contractor shall include a clause in all subcontracts requiring subcontractors to comply with the environmental and safety provisions of this contract, as applicable. The contractor shall immediately secure any accident scene and wreckage until released by the accident investigative authority through the CO. If the government elects to conduct an investigation of any incident, the contractor shall cooperate fully and assist the government personnel until the investigation is completed.

Safety and health standards consistent with requirements of the Occupational Safety and Health Administration (OSHA) shall be maintained. Compliance with environment regulations issued by the U.S. Environmental Protection Agency (EPA) and Oklahoma Department of Environmental Quality (ODEQ) or other authorized agency shall be maintained. The Department of Labor (DOL), EPA, ODEQ and any other authorized agency upon receiving right of entry from the Environmental and Health Staff, AMP-100A, has statutory authority to inspect all places of employment occupied by the contractor. Citations against the contractor for noncompliance with OSHA standards, EPA, ODEQ or other regulations are a matter for resolution between the contractor and the issuing agency unless non-compliance is the result of government-furnished property or facilities which were in non-compliance when furnished to the contractor. All problems of this nature shall be referred to the CO for subsequent resolution with the contractor. Close liaison shall be established and maintained with government safety and environmental representatives to ensure working conditions provide an optimum degree of environmental protection and safety for both contractor and government personnel. The government reserves the right to inspect contractor's operations and conduct investigations of incidents occurring as a result of the contractor's operation in which there is damage to government-furnished items, or injury or occupational illness involving government or contractor personnel or environmental impact.

#### **1.16.1 Accident Reporting**

The contractor shall comply with all EPA, OSHA requirements for record keeping and reporting of all incidents resulting in death, serious injury, occupational disease, or adverse environmental impact. The contractor shall provide a verbal report to the CO immediately after each such occurrence. A completed typed original mishap report IAW FAA Order 3900.1B shall be delivered to the CO within 48 hours of occurrence.

#### **1.17 PHASE-IN/PHASE-OUT REQUIREMENTS**

This contract contains transition requirements which must be accomplished IAW an FAA approved transition plan. The transition plan must accompany the contractors technical proposal and be tendered to the FAA for approval. The purpose of this plan is to assure uninterrupted test equipment support. It is imperative that transition from incumbent contractor to full contract performance be accomplished in a well-planned, orderly and efficient manner. The contractor's transition plan shall include a provision for the contractor to receive all work in process which cannot be completed by the incumbent contractor prior to contract start-up and which cannot be postponed. This action is to enable the contractor to plan, estimate, and obtain material and personnel and resources required to successfully perform all work. The contractor shall not assume that incumbent contractor employees will be available to guide, direct, or specifically orient each contractor employee. The contractor shall cooperate with the incumbent during the transition period and shall conform to the transition plan developed by the contractor and approved by the government. Government staff will be available during this period to provide administrative and technical orientation to contractor personnel, familiarize contractor with required services, and provide other guidance and assistance as mutually determined by the government and the contractor. Contractor personnel will be required to obtain security badges during the transition period.

##### **1.17.1 Phase-In Period**

The phase-in period is tentatively scheduled to begin 30 days prior to start of base year period.

### **1.17.2 Phase-Out**

At the conclusion of any performance period, including option periods or extensions, the services provided under this contract may be awarded to another contractor. The incumbent contractor shall be required to assist in transition activities. The phase-out period is tentatively scheduled to begin the last 30 days of each performance period, including base year, option periods, or other extensions.

### **1.18 PWS REFERENCE INFORMATION**

This PWS references many volumes of information. This information is to be considered as an appendix to this solicitation and incorporated hereto. The referenced information consists of several collections of documents which can be obtained from the COTR, Material Management Branch, AML-4060. TE-9 (FAA Applicable Documents) and TE-10 (Required Reports/Plans) provide quick references to necessary FAA regulations and required reports.

## **2. GOVERNMENT FURNISHED PROPERTY (GFP) AND SERVICES**

The government will provide without cost to the contractor the property and services indicated below. The GFP and services provided as part of this contract shall be used by the contractor only to perform under the terms of this contract.

The government has provided sufficient GFP, specifically test equipment standards to perform the majority of the work provided in this contract. Occasionally newly acquired equipment or unique instruments may be submitted to be worked through the test equipment work center where the appropriate standard may not be available as government furnished. The contractor may under these circumstances provide their own standards, subcontract the work, or submit a request through the COTR to procure the required standard(s). The COTR will have the discretion to determine if procuring the standard(s) is in the best economical interest of the government. Also see applicable paragraphs 2.4.3 and 4.2.5.

### **2.1 EQUIPMENT AND INSTALLED PROPERTY**

The government will provide equipment identified in TE-6-Government Furnished Equipment {GFE}), and installed government property/facilities shown in TE-8-Test Equipment Lab Floor Plan/Space). The GFP shall not be removed from the MMAC without prior written consent from the CO or designated COTR.

### **2.2 FACILITIES**

The government will furnish the facilities shown in TE-8-Test Equipment Lab Floor Plan/Space. There may be joint use of facilities by both government and contractor personnel. The government will provide maintenance on government-furnished facilities. No alteration to the facilities shall be made by the contractor without specific written permission from the CO.

Facilities have been inspected for compliance with Occupational Safety and Health Administration (OSHA) standards. No hazards have been identified for which workarounds have been established. The

government corrects OSHA hazards IAW center wide government developed and approved plans of abatement, taking into account safety and health priorities. A higher priority for correction will not be assigned to the facilities provided hereunder, due to this contracting initiative. The fact that no such condition(s) have been identified does not warrant or preclude the existence of a hazard, or that workaround procedures will not be necessary or insure facilities as furnished will be adequate to meet the responsibilities of the contractor. Compliance with OSHA standards and other applicable laws and regulations, for the protection of employees, is the exclusive obligation of the contractor. The government will assume no liability or responsibility for the contractor's compliance or noncompliance with such responsibilities, with the exception of the aforementioned responsibility to make corrections IAW approved plans of abatement subject to center wide priorities.

Prior to any modification of the facilities performed by the contractor, the contractor must notify the CO and provide documentation describing in detail the modification requested. No alterations to the facilities shall be made without specific written permission from the CO; however, in the case of alterations necessary for OSHA compliance, such permission shall not be unreasonably withheld.

### **2.3 Government Furnished Material (GFM) – Shop Stock**

The government will provide an initial inventory of material, (Estimated 30 day stock level) to perform work identified in this PWS (Performance Work Statement) during the initial contract and subsequently maintained by each incumbent contractor. The contractor shall maintain at the incumbent's expense, a sufficient 30 day level of bench stock to repair the many common failures, e.g., fuses, lamps, feet, transistors, diodes, fans, switches etc., to preclude unnecessary delays in established priority times. These materials shall be jointly inventoried at the start of the transition period by the contractor and government representative. Shop stock inventory records and reporting will be continually maintained and managed by the contractor, using authorized FAA automated information systems (AIS), for records inspection tracking and reporting. The resulting inventory shall ensure the incumbent contractor maintains an adequate 30-day level of materials throughout the contract period and provides inventory back to the government at the end of the performance period to be provided as GFM to successor contractor. TE-3-FY-2010 Parts Utilized lists all parts used in FY-2010.

### **2.4 Accountability for GFP**

#### **2.4.1 Equipment Repair**

The contractor shall be liable for loss or damage to GFE beyond fair wear and tear IAW the terms of this contract. The government will provide routine maintenance and repair of government-furnished administrative office equipment; e.g., PCs, office furniture, typewriters, copiers, etc. The contractor shall perform routine calibration, maintenance, repair, and modification on all other GFP at no additional cost. All equipment in need of calibration/repair/maintenance shall be calibrated/repared/maintained by the contractor within 30 days of discovery, but before annual inventory is conducted. All calibrations/repairs/maintenance not performed by the contractor which are determined necessary by the government shall be accomplished by the government at contractor expense. In the case of damaged property, the amount of compensation due the government by the contractor shall be the actual cost of repair. Failure of the parties to agree on repair costs shall be treated as a dispute under the "**Disputes**" CLA(s) 3.9.1-1 of the contract.

#### **2.4.2 Replacement of Equipment**

The government will replace, as required, equipment listed in TE-6, (Government Furnished Equipment {GFE}). However, the government is required to replace such equipment only when due to fair wear and tear, and no longer usable for its intended purpose. Equipment is determined no longer usable when the repair cost of equipment is greater than or equal to 75% of the unit price. The contractor shall submit requests for replacement of GFE required in the performance of the contract to the COTR.

#### **2.4.3 Applicable Manufacturer's Literature**

Custody of equipment operating and maintenance manuals and currently available supplier's catalogs will be given to the contractor at the beginning of the transition period. A complete inventory of operator/maintenance manuals is shown in TE-7, (Manuals and Procedures). The contractor shall be responsible for continual updates of this inventory as required in the same or compatible format. The contractor shall be responsible for the upkeep of all manuals and will be required to replace those damaged due to negligence. The contractor will provide new manuals as needed, unless proprietary in nature. An inventory of suppliers' catalogs will not be taken since catalogs are disposable items and become obsolete. The contractor shall be responsible for obtaining and updating catalogs as new issues are published by suppliers.

The contractor shall also maintain an up-to-date supplier catalog inventory of pertinent supplies and components for government-furnished equipment maintained under this contract. All documentation inventories, operating and maintenance manuals, and catalog documents shall become the property of the government at the expiration or termination of this contract. Copies will be provided to the government on an as needed basis or upon request.

### **2.5 SERVICES**

The government will furnish the following services at no cost to the contractor except as otherwise stated.

#### **2.5.1 Utilities**

Utilities (electricity, water, sewer and heat) shall be furnished to the contractor without charge from existing outlets and supplies.

#### **2.5.2 Custodial**

Custodial services shall be provided to maintain and clean common areas only.

#### **2.5.3 Copier Equipment and Supplies**

The government will provide access to copier equipment and supplies for PWS related government business only.

#### **2.5.4 Postal**

The contractor is responsible for obtaining a post office box for incoming mail at the MMAC Post Office. In the event the MMAC Post Office is unable to provide this service, it is the contractor's responsibility to obtain a post office box at another U.S. Postal Service (USPS) location. The contractor shall be responsible for all mail pick up and delivery.

#### **2.5.5 Telephone Services**

The government will provide existing local and Federal Telecommunications System (FTS) telephone service and telephone equipment to contractor personnel. The contractor shall use government provided telephone service only for official business. The government telephone service shall not be used for personal or other business not related to this contract. Contractor personnel shall not relocate government-furnished telephone equipment or in any way tamper with the telephone distribution systems. The contractor shall notify the COTR when relocation, maintenance, or repair of telephones is required.

#### **2.5.6 Real Property Maintenance**

The government will provide maintenance and repair of real property facilities.

#### **2.5.7 Center Civil Engineering**

The government will provide fire prevention and protection, inspection and maintenance of government-furnished fire extinguishers and systems, pest control, and grounds maintenance.

#### **2.5.8 Security Services**

The government will provide general On-Center Security Service. Currently the security phone extension is (405)-954-3444 for emergencies, and (405)-954-3212 or (405)-954-4566 for routine calls.

### **3.0 CONTRACTOR FURNISHED PROPERTY**

The contractor shall furnish property necessary to perform the services required under this contract not specifically supplied by the government in Section 2, GFP.

#### **3.1 Property**

Contractor furnished vehicles and equipment shall be identified as contractor property. All contractor furnished vehicles and equipment shall be in operable condition and meet all local, state, federal and 40 CFR 243 requirements. Contractor furnished vehicles and equipment identified as not meeting the above mentioned safety requirements, per inspection by the COTR, shall be removed from service within one (1) hour of notification and repaired or replaced at contractor's expense. Except for minor on site repairs, the contractor shall remove from MMAC, within 24 hours, any vehicle which becomes inoperative.

#### **3.2 Administrative Supplies**

The contractor shall provide all day to day administrative supplies i.e., pens, paper, folder, binders, etc., required for compliance with the requirements of this contract.

### **3.3 Tools**

The contractor shall provide all necessary hand tools to perform maintenance, repair, modification, calibration, etc. required for compliance with this contract.

### **3.4 Test Equipment**

Any contractor provided test equipment, intended to supplement GFE shall be that which is recognized as standard in the trade. Contractor equipment used shall be calibrated and certified IAW criteria established in ANSI/NCSL Z540-1-1994. **A list of all test equipment with proper calibration certification shall be provided to the CO within two weeks of contractor acquisition.** This contractor furnished equipment shall not be used for calibrations or certifications without the approval of the COTR.

### **3.5 Fuels**

The contractor shall be responsible for furnishing vehicle and equipment fuels for contractor owned vehicles and equipment.

### **3.6 Material and Piece Parts**

The contractor shall ensure that GFM specified in section 2.3 is maintained at a 30-day level of supply at all times. This level of parts supply is intended to prevent unnecessary delays in the performance of repairs required to meet assigned priorities. The government realizes it is impossible to maintain all possible parts expected to fail, yet, reasonable effort shall be made to maintain a stock of parts which often fail. The material and piece parts requirements will change with ongoing upgrade(s) of FAA test equipment. The contractor shall continually assess the types and models of assets maintained in order to adjust requirements for the performance of the PWS. This 30-day level of supply shall become the property of the government at the end of the contract period of performance and will be used to provide continuous performance of either government or successive contractor service.

### **3.7 Permits**

The contractor shall, at no additional cost to the government, obtain all appointments, licenses and permits required for performance of work and compliance with all applicable federal, state and local laws. Permits and licenses shall be obtained prior to the start of base year and maintained current throughout the contract period.

### **3.8 Custodial Services**

The contractor shall be responsible for custodial services in areas occupied. The contractor shall dust, sweep, mop and empty trash cans as needed to maintain a neat, clean and safe working environment. The contractor shall ensure their work area is maintained in safe condition during work activities at locations other than the facilities listed in TE-8-TE Lab FlrPlan Space. The contractor shall ensure, upon

completion of work that the work area is left in a condition of cleanliness and safety. This shall be the same or improved condition of the work prior to commencement of work.

## **4 SPECIFIC TASKS**

### **4.1 General**

Test Equipment Activity shall operate IAW the guidelines of ANSI/NCSL Z540-1-1994 and other applicable approved standards.

Test Equipment Classification for Bid exhibits are;

- TE-1A - (Classification for Bid, FY-2010 Calibrations)
- TE-1B - (Classification for Bid, FY2010 Repairs)
- TE-2 - (Estimated Workload for FY-2012 through FY-2017)
- TE-3 - (FY-2010 Parts Utilized)
- TE-4 - (FY 2010 Obsolete Parts) historical data from FY-2010.

All exhibits are designed to give the prospective contractor a historical basis of information, with the understanding that future equipment requirements will change. The tasks in this section apply to all services required under this contract. Specific tasks for Test Equipment Repair and Calibration are defined in section 4.2. These services shall be performed IAW all laws, standards, DOT and FAA instructions as specified herein and referenced in TE-9, (FAA Applicable Documents).

#### **4.1.1 Work Management**

A designated government representative(s) will initiate, track and close production/job orders for all required work to be performed by the contractor, IAW documented FAA production control procedures. The contractor shall plan, program, coordinate, estimate, schedule, evaluate resources and execute work assignments. Contractor's work management shall include maintaining a suspense system capable of meeting the timeliness requirements of all assigned work.

#### **4.1.2 Budget Preparation**

The contractor shall participate in the preparation/development of budget requirements for new or replacement GFE as requested by the Contracting officer or the designated COTR. Preparation shall include providing a list of recommended new/replacement GFE along with sufficient justification.

#### **4.1.3 Records and Filing Systems**

##### **4.1.3.1 Records**

Complete and accurate operating, maintenance and repair records shall be maintained by the contractor as required by this PWS. Records shall be retained until completion of the contract. Upon contract completion, the government will direct the contractor as to which records shall be turned over to the government and which records may be destroyed. All records are subject to government review at any time.

##### **4.1.3.2 Filing System-Work Orders**

The contractor shall maintain files for individual work orders, AC Form 6000-11, and/or other work assignment documents. These files shall be maintained in numerical sequence by individual work order number, as identified on each document. Individual files shall contain copies of any material receipts, delivery orders, sales slips, invoices, etc., relating to the work order. Upon completion of work, the contractor shall provide at least one legible copy of each work order to the designated government representative, IAW current FAA procedures. The contractor shall provide the government access to contractor maintained files during the term of the contract. All individual or project work files are the property of the government and shall be turned over to the government upon completion or termination of the contract.

#### **4.1.4 Reports**

The contractor shall furnish to the government all reports and/or forms necessary to perform the data actions described herein and listed in TE-10, (Required Reports/Plans). Any mandatory or requested reports shall be submitted in a format compatible with government software. Unless otherwise specified, 2 copies of each deliverable shall be provided to the CO.

### **4.2 TEST EQUIPMENT REPAIR AND CALIBRATION SERVICES**

#### **4.2.1 In-processing Equipment**

The contractor shall take physical custody of all workload items and acknowledge receipt of the workload item by signing, dating, and returning a copy of AC Form 6000-11 and/or other work assignment documents to the designated government representative within four hours of delivery.

- The contractor shall perform visual inspections on all in-processed items to ensure the AC Form 6000-11 data matches the item.
- Each item shall be matched to documentation for proper NSN, part number, options, serial number, etc. The contractor will separate workload items accordingly.
- Upon discovery of misidentified serial numbers the contractor shall annotate the production order with the correct serial number. Any other misidentification, such as wrong NSN, part number, or option, the contractor shall annotate AC Form 4630-30 Nonconforming Product form and notify the COTR, or designated government representative. See TE-11, (Examples of Forms and Labels Used).

#### **4.2.2 Workload Program Code Definitions/Serial Number Control**

FAA establishes unique program codes for tracking specific customer/program requirements. The contractor will be able to identify applicable program codes in the block “code” of each Production Order and “Block 1” of each AC Form 6000-11 accompanying the workload item. Technical Exhibit 2A, (Estimated Workload for FY-2012 through FY-2017), provides the government’s best estimate of projected workload for each applicable program code. The contractor shall maintain serial number control of all workload items. Definitions/explanations of all current, applicable, Program Codes are below:

- a. EQ; Equipment Quality;** Quality inspections to validate equipment meets manufacturer specifications upon return from manufacturer(s) and/or vendors.

**b. ER; Exchange and Repair;** the exchange of an unserviceable item for a serviceable like item. The contractor shall clean, repair, modify as required, calibrate, and provide a calibration certification to ensure forward and reverse traceability on all ER program workload items and maintain serial number control.

A designated government representative will schedule and issue routine (Priority 5) job orders for the repair and calibration of E&R assets necessary to maintain and replenish required FAALC serviceable stock levels. The contractor shall repair and calibrate E&R assets as scheduled to sufficiently maintain serviceable stock levels. The government may upgrade E&R routine job orders as necessary to a higher priority when circumstances dictate or when the contractor has not repaired assets in sufficient time to maintain serviceable stock levels.

**c. PM (FE); (FE) Facilities Equipment:** Facilities Equipment requiring inspection for completeness and/or operation. Items may require inspection, repair, calibration, or return to manufacturer under warranty. The contractor shall perform the tasks described on the AC Form 6000-11-7. The specific FE task assigned will determine the applicable rate.

**d. IE; In-house Repair Equipment;** Test Equipment at the MMAC that requires repair. The contractor shall clean, repair, modify as required and calibrate/certify workload items in the performance of the IE Program and maintain serial number control of these items. When IP coded work cannot be calibrated and requires repair, the IP is then recoded as an IE task. The technician shall inform the designated government representative immediately upon the discovery, when an asset with an "IP" (In-house Calibration Program) program code requires repair, so an IE job order number can be issued. The IE start time begins immediately upon change to the IE code.

**e. IP; In-house Calibration Program;** Test Equipment at the MMAC subject to recall for calibration. The contractor shall clean, calibrate, certify, provide forward and reverse traceability, and maintain serial number control on all workload items classified with the IP program code.

**f. RR; Repair and Return:** Repair and Return of an unserviceable item will normally have been coordinated with the item manager to ensure this facility has the capability to perform required maintenance. When there is no serviceable stock available or the LSF does not stock the item, the customer may return their unit to the FAALC for repair and subsequent return to using facility. The contractor shall clean, repair, modify as required and calibrate/certify workload items in the performance of the RR Program and maintain serial number control of these items. Occasionally an RR may be returned for calibration only. The specific RR task will determine applicable rates.

**g. SP; Special Facilities;** Equipment requiring inspection for completeness and/or operation. Items may require calibration, repair, or return to manufacturer. The contractor shall perform the tasks described on the AC Form 6000-11-7. The specific SP task assigned will determine applicable rates.

**h. SS; Supply Support;** Special tasks which may include calibration, certification, inspection, modification, sorting, warranty returns, test for serviceability, and evaluation. Most SS work will be inspection and calibration of serviceable assets prior to shipment. The contractor shall perform the

tasks described on the AC Form 6000-11 or FAA Form 4250-4 Shipping Order in performance of the SS Program. The specific SS task will determine applicable rates.

**i. RW/RT; Customer Service Action (CSA):** Failed and/or incorrectly ordered equipment will normally be returned to the Logistics Center via the CSA program and in-turn routed through the test equipment work center. Items the customer may have mistakenly ordered are also returned and routed through the test equipment work center to determine condition, functionality and certification status. CSAs must be treated with the utmost urgency in order for FAA customers to be properly credited or billed for returned assets; therefore, all CSAs shall be assigned a P2 priority. Any CSA item received with missing or broken cal void labels shall void any FAA or contractor warranty. The contractor shall notify the COTR for verification immediately upon receipt of any asset having broken or missing labels. The COTR and the contractor's quality representative shall perform a joint inspection of returned warranted items. Only the contractor's calibrations and specific repairs shall be warranted unless determined by joint review that something should have been repaired/replaced that was not. The COTR will determine if the failed item was due to any contractor oversight or negligence. The contractor at no additional cost to the government shall rework any returned item which the COTR determines to be the contractor's responsibility within the stated warranty period(s). CSAs are issued job order numbers IAW current FAALC work instructions.

**j. Surveys and RTOs (Return to Owner): (RR/IE)** When repairs cannot be completed and result in a survey or RTO, the contractor shall receive an equitable reject rate. See paragraph 4.2.5.2.3

**k. BP; Customs and Border Patrol:** Border Patrol Equipment requiring inspection for completeness and/or operation. Items may require inspection, repair, calibration, or return to manufacturer under warranty. The contractor shall perform the tasks described on the AC Form 6000-11-7. The specific BP task assigned will determine the applicable rate.

**l. AM; CAMI:** Aeronautical Medical Equipment requiring inspection for completeness and/or operation. Items may require inspection, repair, calibration, or return to manufacturer under warranty. The contractor shall perform the tasks described on the AC Form 6000-11-7. The specific AM task assigned will determine the applicable rate.

#### **4.2.3 Workload Priorities and Turn Around Times (TAT)**

The contractor shall meet specified turn around times (TAT) within the parameters of the calendar days assigned each priority on all workload items. Turn-around times are measured from the time the contractor acknowledges receipt of an item by signing and dating the applicable work order document until completion, when the work order document is submitted to the point of contact designated by the COTR for completion acknowledgement. The FAA COTR or other designated government representative may change the priority status of any workload item as necessary to meet mission requirements. Priorities may require additional emphasis beyond the normal shift schedule. See TE-2, (Estimated Workload for FY-2012 through FY-2017), for numbers of workload by priority for FY-2010. Workload priorities are defined by the following:

**a. P1-SS (1 day):** The contractor shall start work immediately upon receipt of any shipping order FAA Form 4250-4(a) and continue work until completion. The P1-SS takes precedence over all other

priorities. The P1-SS may require interruption of lower priority workload and be completed no later than one day from issuance.

**b. P1-all other (3 days):** The contractor shall start work immediately upon receipt of asset and AC Form 6000-11 and continue work until completion. P1's may require interruption of lower priority workload. All P1's shall be given the utmost urgency and be completed no later than 3 calendar days from issuance.

**c. P2 (5 days):** The contractor shall start work upon receipt of asset and AC Form 6000-11. P2's may require interruption of lower priority workload. All P2's shall be given an urgency just below that of P1 and be completed no later than 5 calendar days from issuance.

**d. P3 (10 days):** The contractor shall start work upon receipt of asset and AC Form 6000-11. P3's may require interruption of lower priority workload. All P3's shall be given an urgency just below that of P2 and be completed no later than 10 calendar days from issuance.

**e. P4 (due date):** The contractor shall start work upon receipt of asset and AC Form 6000-11. The COTR will assign a due date based on the customer's requirement. The due date may be as early as 1 day. P4's may require interruption of lower priority workload. All P4's shall be given appropriate urgency based upon the due date.

**f. P5 (30 days):** The contractor shall start work within a time frame to allow for completion no later than 30 calendar days from receipt of asset and AC Form 6000-11. P5's will be issued to fulfill routine requirements and normal warehouse stock replenishment.

- Missed TATs shall continue to be worked ahead of other assigned work within the same priority level.
- If the contractor fails to complete an item within its designated TAT, the contractor shall grant credit to the government for days late in excess of the specified TAT. (see QASP, Paragraph 8)
- No blanket exemptions will be given for items exceeding their specified turn-around times due to an awaiting parts status or awaiting repair by a subcontractor.
- The COTR will review and consider valid delays on a case-by-case basis.
- Excusable delays, as defined in the Default Clause, should be presented in writing to the COTR, with a copy to the CO.

#### **4.2.3.1 Delinquent Priorities**

The contractor shall notify the COTR when any high priority (P1 – P4) workload item cannot be completed within its required TAT as required in section 4.2.3.

#### **4.2.3.2 Program Warranties**

The contractor shall ensure quality in the services performed by providing warranties for specified programs listed below:

- a. **IP, EQ, FE, SS, CSA:** The contractor shall provide a 30-calendar day warranty period from completion date to cover the calibration only. This period of time allows for users to fully operate and utilize subject equipment to determine functionality of all internal circuitry.
- b. **IE, RR, SP:** The contractor shall provide a 60-calendar day warranty period from completion date. This period of time allows for packing and shipping times and for field users to fully operate and utilize subject equipment to determine functionality of all internal circuitry.
- c. **ER:** The contractor shall provide a 90-calendar day warranty period from completion date. This period of time allows for warehouse storage, packing and shipping times, and for field users to fully operate and utilize subject equipment to determine functionality of all internal circuitry.

#### **4.2.4 Workload Item Completion**

The contractor shall deliver completed workload items to a distribution point as designated by the COTR. The contractor shall provide copy 1 of the Production Order, AC Form 6000-11, and computer generated production order or shipping document to the designated government representative for signature and subsequent return to the contractor. *\* All items with less than nine months of calibration certification remaining must be calibrated prior to shipment.* The contractor shall ensure calibration expiration dates are annotated on the calibration labels of each ER completed to ensure the ability to identify items in serviceable stock that must be calibrated before shipment. In the event an item being shipped has less than 90 days calibration certification remaining, the item is returned to the shop on an “SS” work order for re-calibration prior to shipment. See TE-11, (Examples of Forms and Labels Used), for example forms/labels.

#### **4.2.5 Calibration and Repair Criteria**

##### **4.2.5.1 Calibration and Certification**

The contractor shall perform all required calibrations and certifications within the guidelines of ISO-9001/IEC 17025 and ANSI/NCSL Z540-1 national standards, applicable government regulations and job order instructions provided by the COTR or designated government representative.

##### **4.2.5.1.1 Primary Standards**

The contractor shall ensure all primary standards are calibrated and certified by a higher echelon laboratory such as the National Institute of Standards and Technology (NIST). The contractor shall be responsible for all calibration and certification costs including handling, transportation, and fees. These standards shall be certified at or before the accepted minimum intervals specified by original manufacturer. See TE-6, (Government furnished Equipment {GFE}).

##### **4.2.5.1.2 Working Standards**

The contractor shall calibrate and certify all working standards under the guidelines of FAA Order 6200.4G. (See TE-6, (Government Furnished Equipment {GFE})).

#### **4.2.5.1.3 Calibration Certificates**

The contractor shall retain calibration certificates showing NIST traceability on all standards IAW the most current FAA Order 6200.4.

#### **4.2.5.1.4 Environmental Control**

The contractor shall monitor and maintain records of environmental conditions within the precision measurement equipment laboratory (PMEL) IAW ANSI/NCSL Z540-1.

#### **4.2.5.2 Repair**

The contractor shall inspect, troubleshoot, clean, repair and replace individual components of assemblies and subassemblies, including circuit card assemblies (CCA). The contractor shall repair/replace, as normal depot level maintenance, broken handles, bent frames, cracked cases, broken switches, damaged front and rear panels, defective/dirty filters, power cables, and replace miscellaneous missing/ defective parts, etc. The contractor shall be responsible for the purchase of all broken, defective and missing parts with the following exception. Missing ancillary cables, cases, covers, handles, plug-in units, or any missing item that would constitute an incomplete unit and/or having a value exceeding \$50.00 will be replaced at government expense. The contractor shall notify the COTR immediately upon discovery of received equipment in this category. Each item shall be calibrated and certified IAW FAA Order 6200.4G after completion of all repairs and modifications.

##### **4.2.5.2.1 Replacement Parts/Components**

The contractor shall use exact replacement parts/components as specified by the workload item manufacturer. Replacement parts/components having equal or better tolerances and parameters or used parts may be used only on an exception basis with written approval of the COTR. The contractor shall maintain a database of all replaced parts to include approved substitute and/or used parts by equipment type/model number. The substitute/used parts shall be separately identified in the database.

##### **4.2.5.2.2 Certification Labels and Stickers**

The FAA will provide all equipment labels having FAA/FAALC identification, i.e. FAALC certification and limited calibration, certification, cal void stickers and NCR labels. The contractor shall provide and/or replace all other equipment labels/stickers. These stickers/labels shall include any manufacturers' warning labels/stickers, which are required as a safety or operational warning notice. In the event a warning label sticker is missing or no longer legible it is the contractor's responsibility to replace the sticker.

##### **4.2.5.2.3 Beyond Economical Repair/Survey and RTO**

The contractor shall advise the COTR when a workload item or GFE is considered to be beyond economical repair, so that it may be processed for survey or RTO. A workload item shall be considered beyond economical repair when parts are no longer available or if the cost of required parts and materials exceeds 75% of the unit cost as specified on the work order document. Unit cost is based on the AWC (average

weighted cost) in LIS (Logistics Inventory System) or other government sources. All reasonable attempts shall be made to locate parts. The COTR will make all final decisions concerning whether an asset is, or is not, beyond economical repair, and concerning disposition of GFE. The contractor will be given access to government supply databases for researching availability of parts when commercial sources are depleted. When parts are available through government sources, the contractor shall inform the COTR in order to requisition the part(s). The contractor shall reimburse the government for all parts procured through government sources to include shipping charges. The contractor shall provide the COTR with a list of required parts, vendor's prices, and vendor phone number attached to the "Beyond Economical Repair" document for confirmation purposes. The end item shall be considered beyond economical repair based upon the COTR's findings. The government will determine when to continue repairing items that exceed 75% of the unit cost. RTO items shall have a list of parts that can no longer be obtained attached to the unit for return to the customer. See example Survey document in TE-11, (Examples of Forms and Labels Used).

#### **4.2.5.2.4 Cannibalization**

Cannibalization of surveyed assets may be authorized by the COTR in order to obtain functioning part(s) no longer available from the manufacturer or other authorized sources.

#### **4.2.5.3 Modifications**

The contractor shall perform FAA directed equipment modifications on workload items when directed by the COTR. The government will provide modification kits over \$100.00. All other modification kits/parts replacement kits intended for equipment repair or upgrade, deemed necessary by the manufacturer for repair are the sole responsibility of the contractor.

#### **4.2.5.4 Calibration Recall System**

At start of base year period, the government will provide Metrack Software (or other comparable software used currently by FAA) for tracking FAALC in-use test equipment, IP Program test equipment, other government owned test equipment, and contractor assigned shop standards requiring calibration/certification IAW FAA Order 6200.4G. ***The contractor shall generate and provide a monthly Metrack calibration due/overdue listing by work center to the COTR.*** The government will provide updates (additions, deletions, and changes) as they occur. The contractor shall, upon completion or termination of the contract, and prior to turn over to the government or a subsequent contractor, the contractor shall ensure all information in the Metrack System, (or other comparable system used currently by FAA), is current, complete and accurate.

#### **4.2.5.5 Cleaning**

The contractor shall:

- a. Clean all workload items to remove dirt, dust, marks, rust, sticky residue, etc. utilizing appropriate commercial off the shelf cleaners.
- b. Remove all old calibration labels from test equipment upon completion of calibration and shall affix a new calibration label to the calibrated test equipment.

#### **4.2.6 Other Tasks**

#### **4.2.6.1 Technical References**

The contractor shall maintain a file of current references and records consisting of Calibration Certificates, technical/service manuals, modification records and safety notices IAW paragraph 4.1.3. (See TE-7, Manuals and Procedures)

#### **4.2.6.2 Contractor Developed Procedures**

*The contractor shall develop manual and automated test procedures as required, and submit all technical data and software to the COTR for approval before use. All contractor-developed procedures shall become the property of the government and all rights thereof, at contract expiration.*

#### **4.2.6.3 Workload Item Receiving**

The contractor shall unload, uncrate and unpack workload items and store all serviceable shipping containers in a location designated by the COTR. The contractor shall use all serviceable shipping containers when available for repackaging completed workload items.

#### **4.2.6.4 Ancillary Equipment**

The contractor shall advise the COTR in the event workload items are received without necessary ancillary equipment which would preclude the contractor from performing the assigned task. The contractor shall not take further action on workload items until ancillary equipment is received or disposition instructions are received from the COTR.

#### **4.2.6.5 Manufacturers Warranties**

The contractor shall be responsible for returning to manufacturers all equipment requiring repair under manufacturer's warranty. The contractor shall be responsible for all transportation fees. Warranted items may be assigned to any workload program identified in section 4.2.3.2.

#### **4.2.6.6 Other Workload**

The contractor shall be responsible for the maintenance and repair of all test equipment assets (standards) assigned to the contractor. In the event an item assigned is beyond the capability of the contractor due to its proprietary nature or lack of standards, the contractor shall be responsible for returning the item to the manufacturer or certified lab having the capability to perform repair and maintenance as appropriate. (See TE-5A Y-2010 Calibrations Sub-Contracted and TE-5B FY-2010 Repairs Sub-Contracted). The contractor shall be responsible for all costs including handling, transportation, repair and calibration fees. The contractor shall ensure all work provided by sub-contractors is warranted and shall perform all applicable quality verification inspections upon return from subcontracted facilities. All warranties described in paragraph 4.2.3.2 shall be applicable.

#### **4.2.6.7 Workload Item Control**

During the transition period the contractor shall develop an internal tracking system for all workload items under contractor control. The contractor shall maintain the tracking system throughout the life of the contract.

#### **4.2.6.8 Documentation**

The contractor shall complete and attach all required documentation, labels, and seals to completed workload items. All forms, labels, seals, and documents are subject to change. See TE-11, (Examples of Forms and Labels Used), for examples.

- a. The contractor shall, upon completion of workload items coded IP and IE, complete and/or affix all required seals, informational/warning labels and forms including but not limited to AC Form 4510-1, AC Form 4510-2, AC Form 4510-3, Calibration Certificate as applicable, and AC Form 6000-11.
- b. The contractor shall, upon completion of workload items coded SS, complete and affix all seals, informational/ warning labels, forms and calibration certificate as instructed by the COTR.
- c. The contractor shall upon completion of workload items coded ER, complete and affix all seals, informational/ warning labels and forms including but not limited to AC Form 4510-1, or AC Form 4510-2, AC Form 4510-3, Calibration Certificate, AC Form 6000-11, and bar code labels. FAA will provide a bar code label printer to the contractor for E&R workload use.
- d. The contractor shall, on completed workload items coded R&R, complete and affix all seals, informational/warning labels and forms including but not limited to AC Form 6040-51, AC Form 4510-1 or AC Form 4510-2, AC Form 4510-3, Calibration Certificate, AC Form 6000-11.
- f. The contractor shall, on completed workload items coded EQ, BP, AM FE (PM), and SP attach all seals, informational/warning labels and forms, including but not limited to AC Forms 4510-1, 4510-2, 4510-3, Calibration Certificate, and/or other forms as identified by the COTR.

#### **4.2.6.9 Disposition of Failed Equipment Due Calibration**

The contractor shall advise the COTR or designated government representative of any IP and SS program items received that fail calibration. Under these circumstances, the COTR or designated government representative will convert the IP (calibration) task to an IE (Repair) task and the contractor shall be reimbursed for the repair action only. The SS tasks will be returned to reparable ER stock and the contractor will receive an equitable reject rate.

#### **4.2.6.10 Condition Tags**

The contractor shall attach the appropriate (red condemned part, green reparable, or yellow serviceable) condition tag on all items returned to the government. In addition, any incomplete items returned shall include a list of missing parts on the reverse side of the condition tag. (See TE-11, Examples of Forms and Labels Used).

### **5. APPLICABLE DOCUMENTS**

The government will furnish, or make available for use, all FAA/AC Orders and Standards listed in TE-9, (FAA Applicable Documents). Obtaining CFR, NFPA, and ANSI standards shall be the responsibility of the contractor. All referenced federal laws, codes, directives and instructions in force at time of solicitation, unless coded otherwise shall be considered mandatory. All other publications, documents, etc. reflected in TE-9, (FAA Applicable Documents), are applicable as coded.

## **5.1 General**

The contractor is obligated to follow and adhere to documents coded as mandatory. Supplements or amendments to mandatory publications shall be considered to be in full force and effective upon receipt by the contractor, except when such supplement or amendment is deemed to cause a change in cost of contract performance. In such event, the contractor shall inform the CO, in writing, prior to implementation of such supplement or change.

## **5.2 Mandatory Directives**

Mandatory directives are considered those regulations that are required to perform the required PWS services under normal situations. The directives are mandatory in their entirety unless otherwise specified in sections C-1 and C-5. The government will provide notification of all supplements, revisions or amendments to mandatory directives as they occur or are needed. The contractor shall maintain up-to-date files of mandatory directives.

### **5.2.1 Directive Revisions**

All revisions to mandatory directives, as determined jointly by the CO and the contractor, shall be implemented within five (5) working days of the contractor's receipt of the revision.

## **5.3 Required Forms**

The government will provide the forms required for the performance of this PWS , as listed in TE-11, (Examples of Forms and Labels Used), at the beginning of the transition period. The use of these forms is required unless the COTR determines that they may be disposed of, altered, or replaced. The contractor is required to notify the COTR when replenishment of forms is necessary.